

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DONNA AND KENNETH HOPPER)	
)	
COMPLAINANTS)	
)	
V.)	CASE NO. 2006-00350
)	
AT&T COMMUNICATIONS OF THE)	
SOUTH CENTRAL STATES, LLC)	
)	
DEFENDANT)	

O R D E R

On July 14, 2006, Donna and Kenneth Hopper (“Complainants”) filed a complaint against AT&T Communications of the South Central States, LLC (“AT&T”) disputing bills containing long-distance charges for calls to an Internet service provider number. On July 19, 2006, the Commission entered an Order directing AT&T to answer or to satisfy the matters in the complaint. On July 31, 2006, AT&T filed its response with the Commission. In its response, AT&T claims that it correctly billed the Complainants, but that, in the interest of customer satisfaction, it has issued a credit in the amount of \$191.74 to the long-distance service account for Kenneth Hopper. On August 4, 2006, Complainants filed notification of their acceptance of AT&T’s offer of satisfaction.

Pursuant to 807 KAR 5:001, Section 12(5), after an offer of satisfaction by a defendant, a complainant’s acceptance of the offer, and the Commission’s approval, no further proceedings are necessary. AT&T made an offer of satisfaction, the

Complainants accepted it, and the Commission finds that the complaint herein has been satisfied.

IT IS THEREFORE ORDERED that:

1. The offer of satisfaction by AT&T, and Complainants acceptance thereof, is approved.
2. This case is dismissed with prejudice as satisfied.

Done at Frankfort, Kentucky, this 16th day of August, 2006.

By the Commission

ATTEST:



Executive Director